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Annual Report 2017/2018

Office of Global Affairs

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ANNUAL REPORT 2017/2018



OFFICE OF GLOBAL AFFAIRS



A WORD FROM THE TEAM

The Office of Global Affairs (OGA) is the home of internationalization at Sacred Heart University. There are six areas of service under the office, including collaboration with colleges and departments to promote and highlight all international efforts and initiatives across campus. Our purpose is to initiate, facilitate, and foster the process of internationalization at SHU. Aside from building and maintaining internal and external **partnerships**, developing fiscally sound **global projects and programs**, as well as providing **regulation and risk management** of global university activities, the areas of service directly under the office include:

- comprehensive, university-wide internationalization (pp. 4-6);

- global engagement of students (p. 7) and community (p. 8) that includes but is not limited to compiling SHU's global relations inventory (pp. 9-10);
- study abroad programming (pp. 11-14) including that of SHU's campuses in Ireland and Luxembourg (pp. 15-17) and study abroad outreach (p. 19);
- we manage the global ambassadors program (p. 20); as well as
- the **English Language Institute** that provides excellent instruction in English as a Second Language and orientation in US culture to all students who are non-native speakers of English (pp. 21-24).



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HIGHLIGHTS

Engagement Promotion
Facilitation
Collaboration Coordination
Relationships Internationalization
Risk Management ESL Assessment
Services Advice Policies Programming Systems Awareness
Study Abroad Training Resource
Partnerships Finance
Strategies Regulation Advocacy
Support Vision



COMPREHENSIVE INTERNATIONALIZATION

Council for Internationalization

In January 2018, the Provost reconstituted the Council for Internationalization and listed the following as immediate goals and responsibilities for the Council:

- **Prioritize** objectives and strategies for each goal of the strategic plan for internationalization;
- **Recommend** a four-year implementation timeline and identify resources needed;
- **Advocate** and **champion** implementation of identified strategies in respective colleges/divisions; as well as
- **Support** the Office of Global Affairs in its efforts to achieve comprehensive internationalization.

Current members of the Council:

College of Arts and Sciences: Sally Ross, Lesley DeNardis; Mark Beekey, John Roney;

Isabelle Farrington College of Education: Michael Giarratano;

College of Health Professions: Stephen Burrows; Robin Danzak; Christina Gunther, Sharon McCloskey;

College of Nursing: Shery Watson;

Jack F. Welch College of Business: Grace Guo; Khawaja Mamun; Anca Micu; David Taylor;

Office of Global Affairs: Renee Pang; Voytek Wloch

Office of Graduate, International, and Veteran Student Affairs: Kathy Dilks

Office of Volunteer Programs and Service Learning: Karreem Mebane

English Language Institute: Alla Schlate

International Admissions: Cori Nevers; Keith Gallinelli

As a Catholic university, Sacred Heart seeks to play its appropriate role in the modern world by embracing intellectual exchange, pursuing knowledge and truth, and fostering an understanding and tolerance of difference. Our mission, which includes, “preparing men and women to live in and make their contributions to the human community [by being] responsive to social and civic obligations and able to respond to an ever-changing world” necessitates that the University takes an active role in creating and sustaining university-wide internationalization.

COMPREHENSIVE INTERNATIONALIZATION

Faculty Fellow for Curriculum Internationalization

Dr. Robin Danzak, Associate Professor in the College of Health Professions, began her role as the University's second Faculty Fellow for Internationalization of the Curriculum. She succeeded Prof. Sara (Sally) Ross in the role.

AY2017/18 Activities included:

- **presentations** at globally related conferences, including the Partners of the Americas, Higher Education Partnership Conference in San Miguel de Allende, Mexico;
- implementation of COIL (**Collaborative Online Interactive Learning**) in her own course, HS 334 Culture and Global Health, which she co-teaches with a Chilean partner;
- leading the development of a \$20,000 **grant** proposal to implement a community-engaged student exchange program between SHU and Rafael Landívar University in Guatemala;
- hosting a **Fulbright Lunch & Learn** for over 20 faculty and a **Student Fulbright Workshop** that drew in 12 students;
- fostering **cross-disciplinary relationships** for further development of campus-wide international engagement.

Visiting Delegations

In 2017/18, the Office of Global Affairs and English Language Institute hosted visits from numerous **international organizations** (Friendship Ambassadors Foundation, organizer of the Youth Assembly at the United Nations), **recruitment agencies** (Japan Study Abroad Foundation; All Genius, China; Global Dreams, China; Haiti Lumiere; Pom Sirichantho, Laos and Thailand; Yangmin Overseas Study Services, Taiwan; Nam Ahn, Vietnam), and **higher education institutions** (PDPU, India; Warsaw School of Economics, Poland; Pingxiang University, China).

Grants

Office of Global Affairs assisted Dr. Robin Danzak in obtaining a **Partners of the Americas** grant for multi-level activities with a future partner university in Guatemala (see Faculty Fellow)



COMPREHENSIVE INTERNATIONALIZATION

International Partnerships

Sacred Heart University has established formal ties or added new programming elements with a number of foreign universities, including but not limited to Lanzhou University in [China](#); Pingxiang University in China; Tianjin Foreign Studies University in China; Pandit Deendayal Petroleum University in [India](#); Jindal Global University in India; University of St. Joseph in [Macau](#); International University of [Monaco](#). Office of Volunteer Programs and Service Learning hosted students and faculty from TEC [Costa Rica](#). Global Health and Social Work students visited Jamkhed, India with the [Comprehensive Rural Health Project](#).

International Conferences

The SHU community participates in a variety of international conferences annually. The Office of Global Affairs and English Language Institute have participated in Regional and National [NAFSA](#) Association of International Educators conferences in Fairfield and Philadelphia; [CIEE](#) Pre-Forum Workshop in Portland, ME; [Forum on Education Abroad](#) annual conference in Boston; [TESOL](#) International Convention in Chicago; [American Council on Education's](#) Executive Forum in Washington, DC; [Connecticut Conference of Independent Colleges'](#) International Study Abroad, Recruitment and Travel in Higher Education luncheon in New Haven; [Institute of International Education's](#) best practices conference in New York City; and the [FAUBAI](#) Conference in Buenos Aires, Brazil.



STUDENT GLOBAL ENGAGEMENT

International Education Student Panels

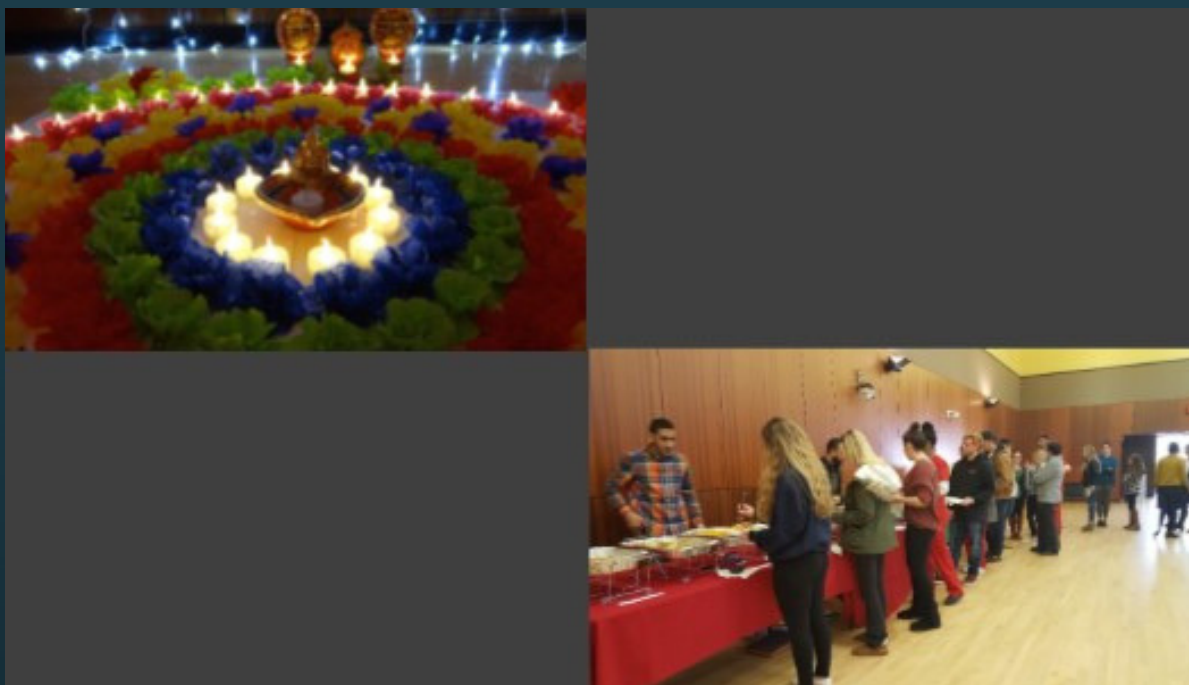
Hosted by the Office of Global Affairs during the International Education Week, these colloquium attracted undergraduate students who were able to hear the stories of SHU students who are pursuing their education in an international context, whether as a study abroad or international students. Participants included Global Campus and study abroad alumni, ELI alumni now pursuing graduate degrees, and a SHU in Luxembourg MBA student.

The OGA sought to increase its visibility by further promoting events, info sessions, and application cycles by **tabling** in the main academic building.

The Office of Global Affairs sponsored participation of a SHU student at the **Winter 2018 United Nations Youth Assembly** and represented the university at the Opening and Closing Ceremonies.

A **Student Fulbright Panel** was co-organized with the Faculty Fellow for Curriculum Internationalization. In addition to learning about the Fulbright program and application process, students could connect with faculty and staff Fulbright alumni and hear their stories.

The OGA participated in the University's 2018 Social Justice Week by hosting a week-long **"Eye on the World."** A two-way camera screen was set up between SHU and partner John Cabot University in Rome, Italy. Students from both institutions had the opportunity to engage each other in a cross-cultural context.



COMMUNITY GLOBAL ENGAGEMENT

Global Engagement Award

The annual Faculty Awards Ceremony recognizes a faculty member with the Provost's Global Engagement Award (GEA), acknowledging his or her significant contribution to advance global learning at Sacred Heart University. In addition to honoring an individual faculty member, the award—by identifying excellence in global engagement and by recognizing outstanding work—serves as a resource and inspiration to other faculty. This award recognizes extraordinary contributions of a faculty member who has initiated, developed, and/or supported opportunities for global learning. The 2017/18 Provost's GEA was presented to [Dr. Robin Danzak](#), Associate Professor of Speech-Language Pathology.

Faculty and Staff Development

In a continued commitment to ensure that SHU faculty/staff are engaged in the global learning process, the Office of Global Affairs provides opportunities to [visit partner programs](#) abroad or pursue other forms of international engagement. Every Spring, the Office of Global Affairs offers [Faculty Training Sessions](#) in preparing and executing successful faculty-led study tours. This year, the office also offered training to faculty and staff in [study abroad software](#), called Terra Dotta.

International Festivals

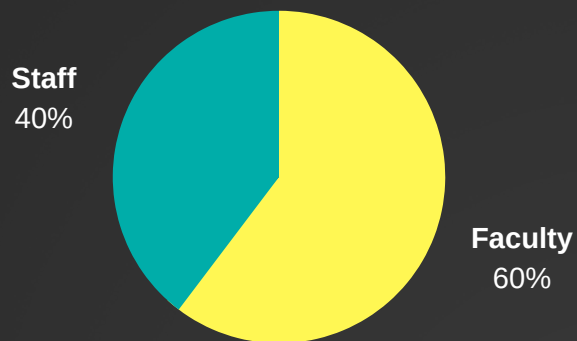
As every year, [Diwali](#) was hosted by Office of Graduate, International, and Veteran Student Affairs and the first-ever [Middle Eastern Food Festival](#) was organized and hosted by international students

Global Relations Inventory

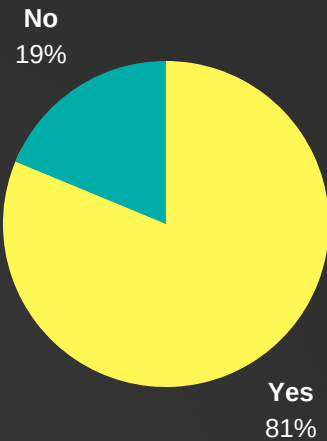
In Spring 2018, Office of Global Affairs reached out to SHU Community with a request to complete the Global Relations Inventory, seeking contributions to a deeper understanding of Sacred Heart's current international contacts and activities. An unprecedented number of [325 faculty and staff](#) responded to the inventory. Select results are presented below.

GLOBAL RELATIONS INVENTORY

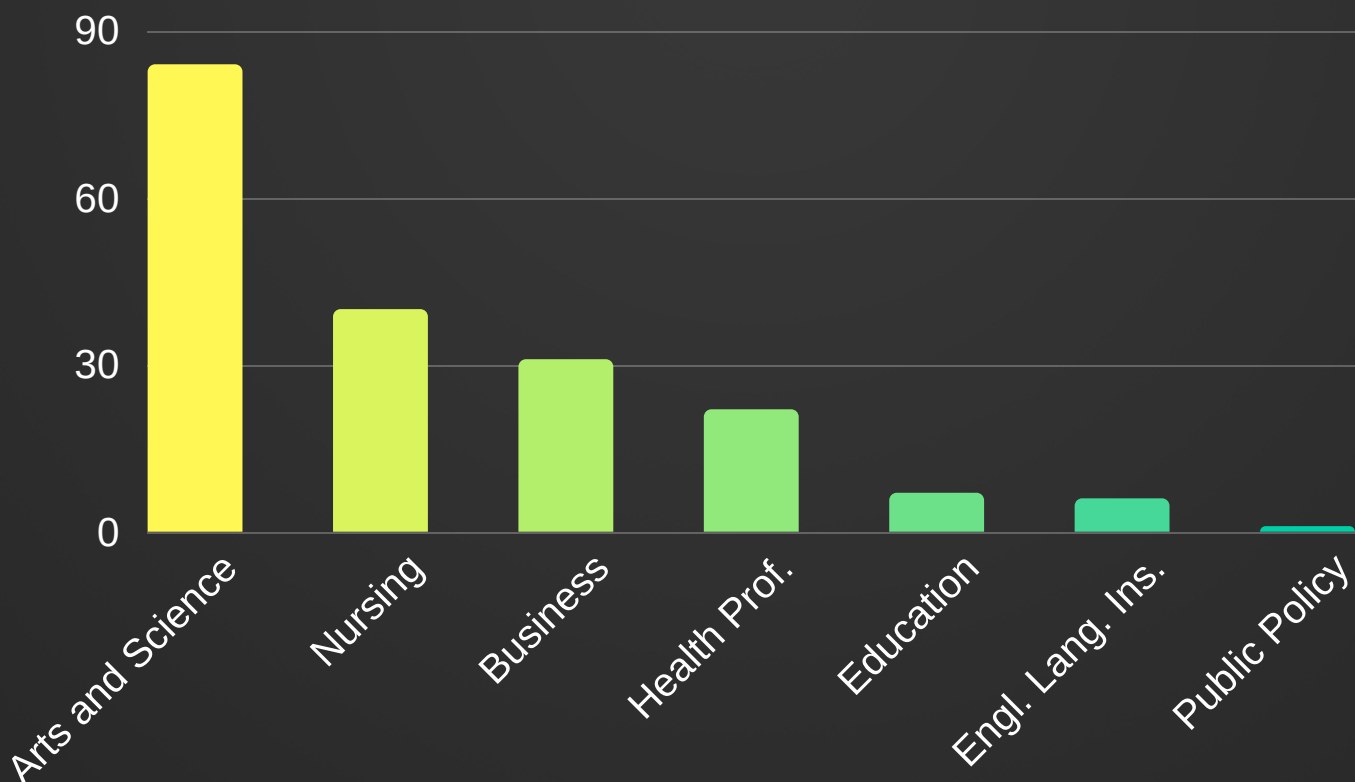
Participation per position type
(n=325)



Interest in becoming
more globally active (n=304)

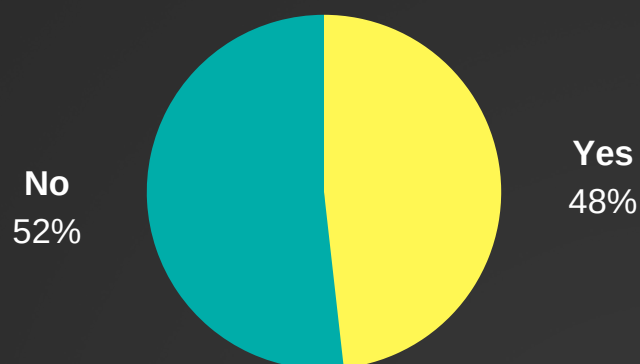


Participation by College and Department (numbers only; not scaled to size)

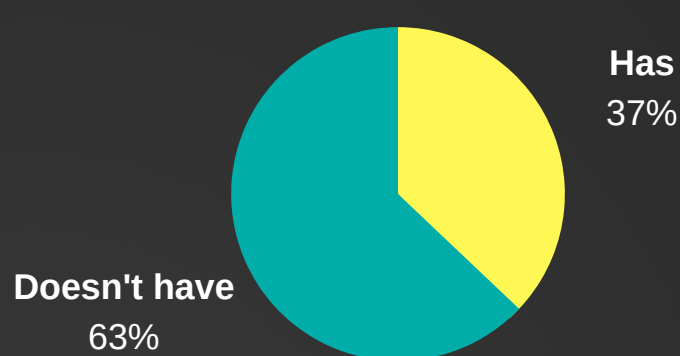


GLOBAL RELATIONS INVENTORY

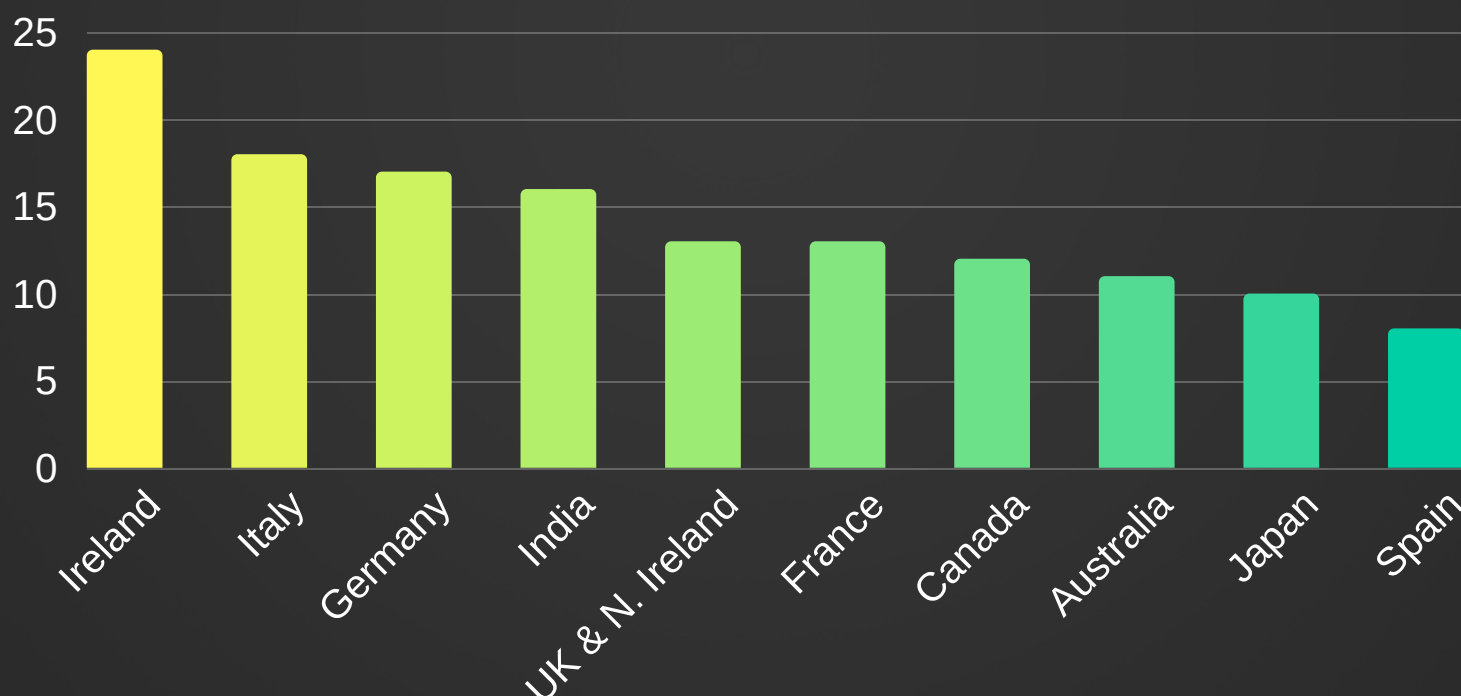
Participation in professional international experiences (n=280)



Active International Contacts (n=294)



Top 10 countries where SHU Community has active professional contacts (per no. of responses)



Further details

- 10% of 277 respondents declared receiving international scholarships and/or fellowships;
 - 30% of those are Fulbright recipients;
- 3 or more individuals received domestic or foreign, national-level scholarships;
- 2 individuals have experience with the Erasmus+ European Commission-sponsored program;
 - 18 received internationally focused research or teaching awards;
 - 25 declare receiving an internationally focused grant;
- 76 are affiliated with associations, institutions (other than universities) or organizations abroad.



STUDY ABROAD

Introduction

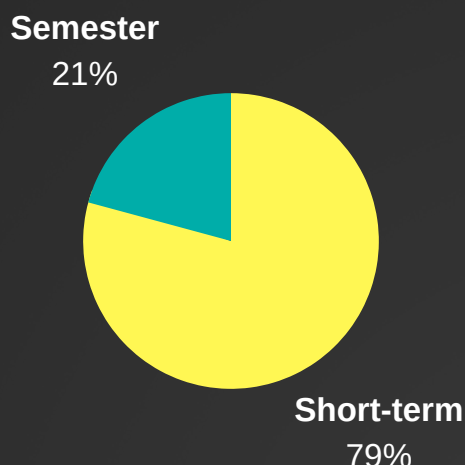
Students' interest in study abroad programming continued to rise in academic year 2017/18. Marketing strategies included presentations to all incoming freshmen and their families, classroom presentations, information sessions, email and poster campaigns, hosting an annual study abroad fair, the Global Ambassador program, attendance at regional open houses, and training SHU admissions recruiters and faculty advisors on study abroad programming to attract prospective students. Efforts were focused on meeting with more students 1:1 in order to give them a comprehensive list of options, as well as more targeted recruitment to specific cohorts.

Enrollment Statistics

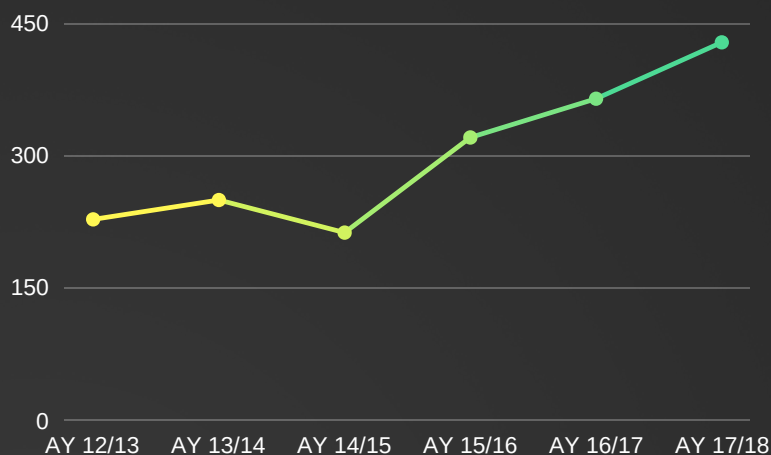
Semester enrollments rose slightly from the prior year, with a total of 89 students abroad in a fall or spring program. 21% of the total credit bearing study abroad population chose to study abroad for a semester. Short-term program enrollments increased by 22% with the majority of students selecting this program type (n=339). New faculty-led programming included CIT 202 Human Journey CIT Seminar II, led by Professor Marie Hulme.

STUDY ABROAD ENROLLMENT

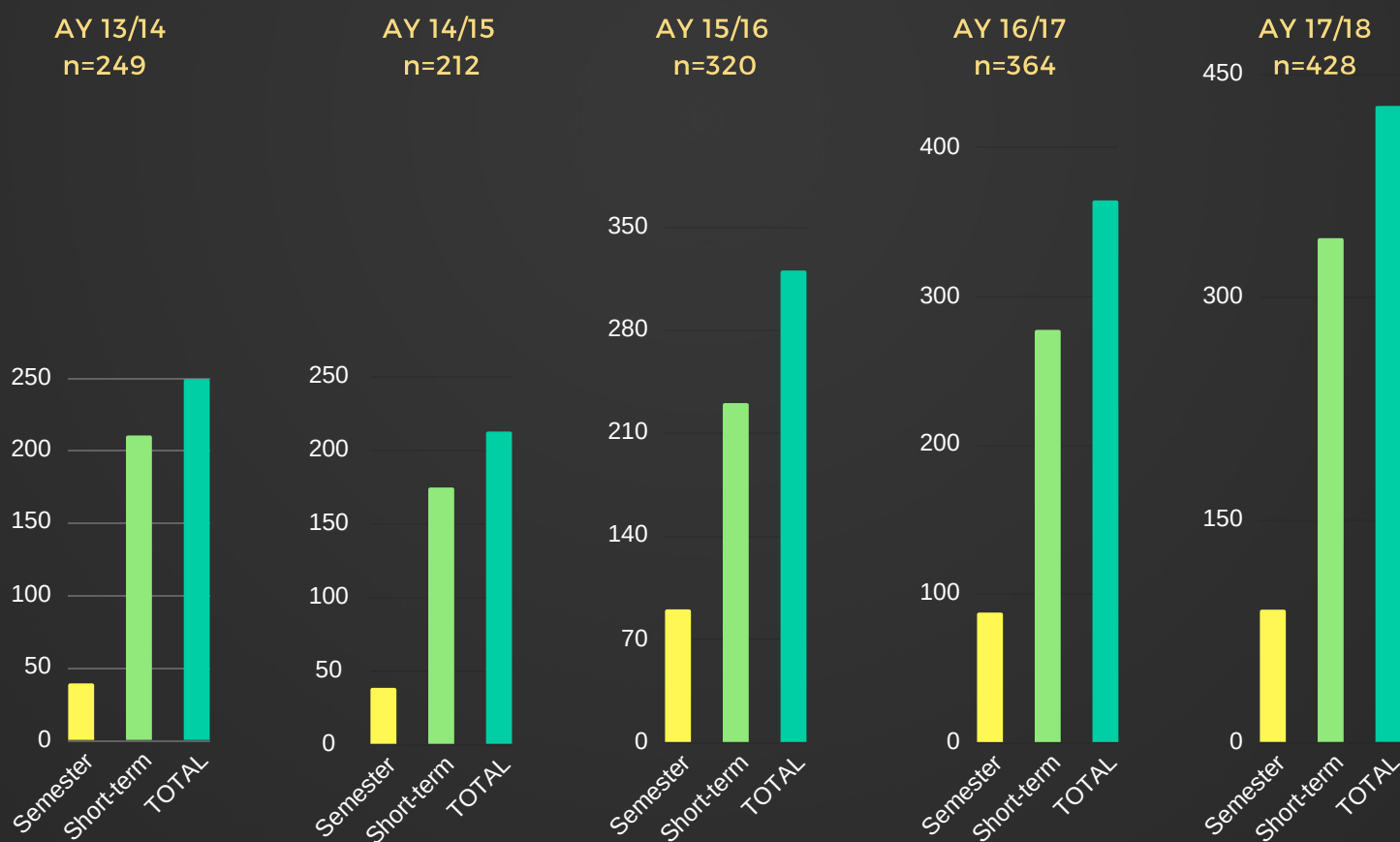
Program Enrollment by Type (n=428)



Total Enrollment Growth 12/13-17/18



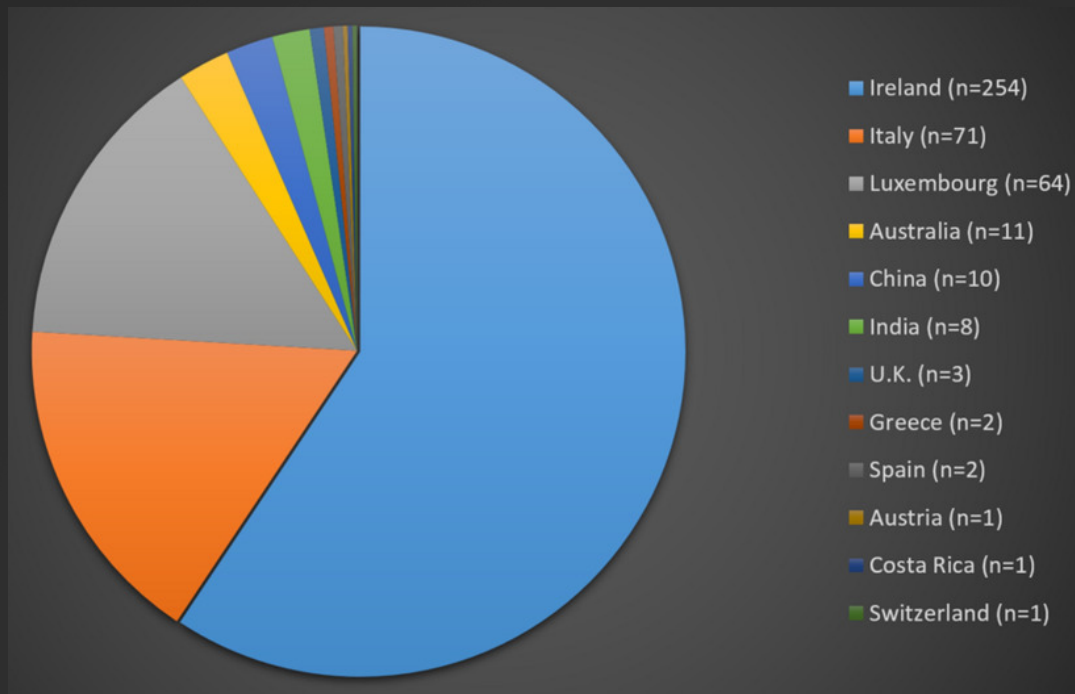
Annual Participation Trends



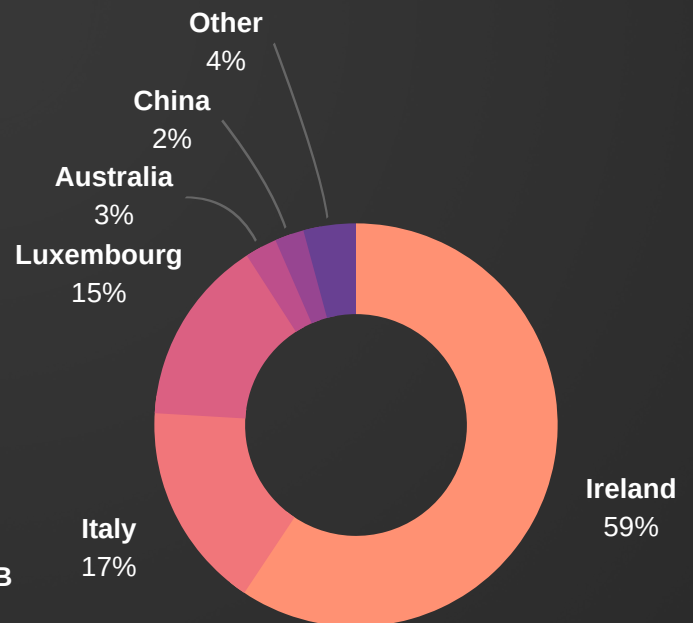
In AY 2017/18, overall participation rate of undergraduate student participating in a credit-bearing study abroad experience was 38% (n=428). The participation rate for undergraduate semester study abroad (n=89) was 8%, and the participation rate for undergraduate short-term study abroad was 30% (n=339).

STUDY ABROAD ENROLLMENT

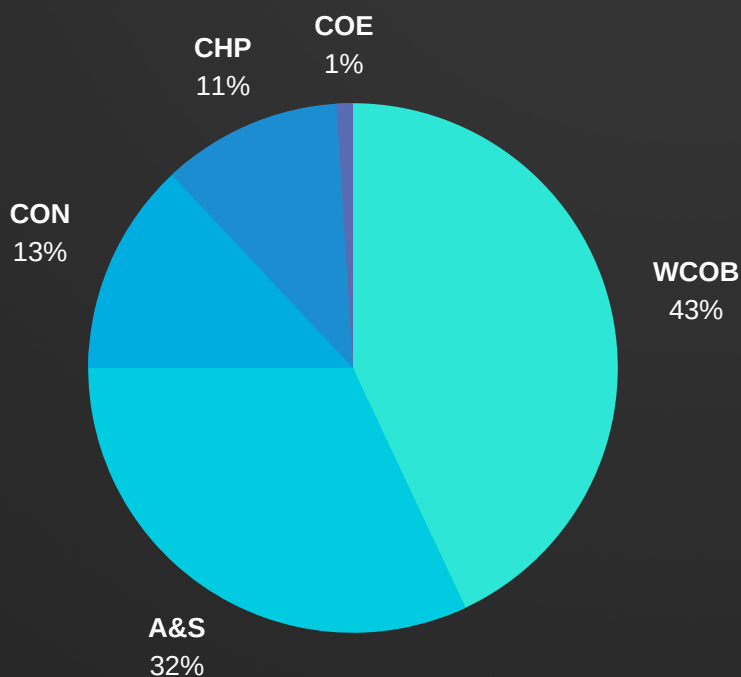
Program enrollment by country (n=12 countries)



Top 5 destination countries

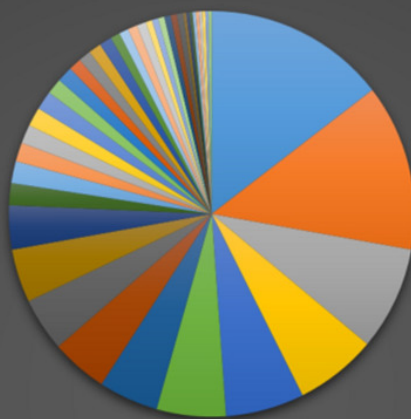


Program enrollment by College



STUDY ABROAD ENROLLMENT

By Major (42 different majors; n=number of students per major; undeclared students not included)

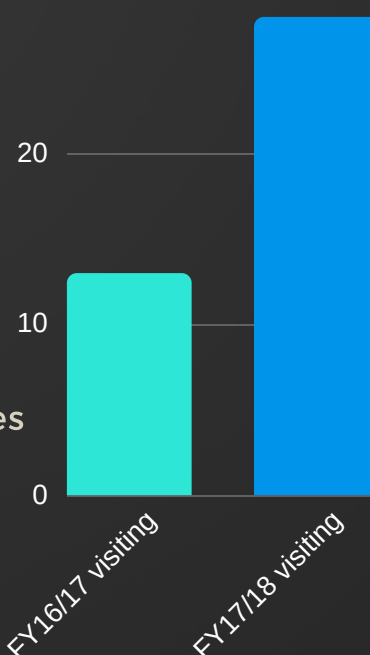


MKT (n=58)	NR (n=53)	MGT (n=33)	PS (n=26)	HS (n=25)	AC (n=22)	BI (n=19)
FNBE (n=18)	COM (n=17)	FNC (n=17)	EXS (n=14)	BUUN (n=7)	CJ (n=7)	ASUN (n=6)
BEC (n=6)	HI (n=6)	MEA (n=6)	BECFN (n=5)	IND (n=5)	EN (n=4)	GO (n=4)
SM (n=4)	SW (n=4)	DC (n=3)	ED (n=3)	HPUN (n=3)	MT (n=3)	AR (n=2)
ATH (n=2)	CMS (n=2)	CS (n=2)	NEU (n=2)	SO (n=2)	CH (n=1)	C (n=1)
FIM (n=1)	MO (n=1)	PH (n=1)	PT (n=1)	PO (n=1)	SP (n=1)	THR (n=1)

30

Visiting student enrollment

Students from other institutions are welcomed to participate in study abroad programs offered at our global campuses. At our SHU in Dingle campus, we hosted 7 students during the winter (Alvernia-1, Pace-1 & University of Scranton-5) and 21 students during the summer (Allegheny-2, Alvernia-15, Iona-1, Manhattanville-2, Ohio Northern-1). During the summer session, faculty from Allegheny, Alvernia, and Ohio Northern taught courses at our SHU in Dingle campus. We also had one external student from Rockland Community College participate on the SHU in Luxembourg spring semester program.



Miscellaneous enrollment data

- The average GPA of study abroad students was 3.4
- 75% of the overall study abroad population was female
- 10% of FY 17/18 study abroad population participate in the Honors Program
- 5% self-identified as having a learning disability

GLOBAL CAMPUSES

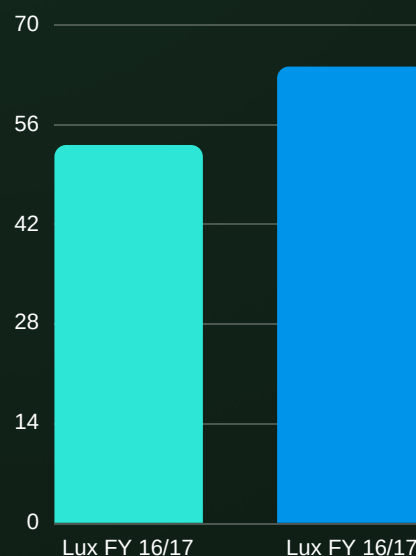
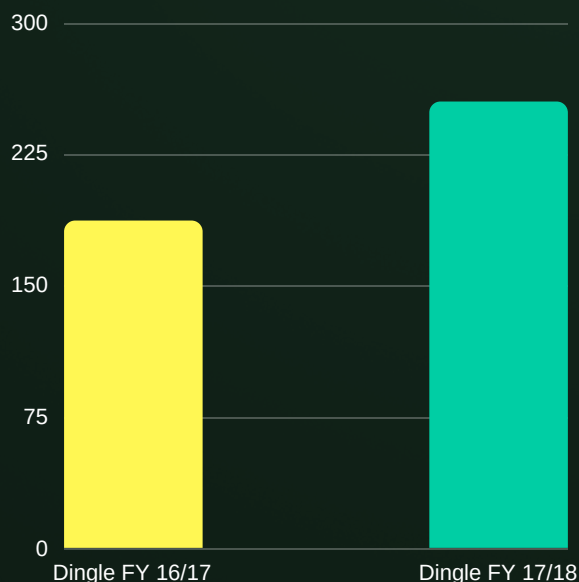


Introduction

SHU in **Dingle** offered **18 courses** across colleges during the winter and two summer terms, the 'Heart in Ireland' pre-fall freshman course, and a spring semester abroad specific to sophomore nursing majors, communication and media arts majors and a new cohort of coastal and marine science majors. Study abroad participation at our SHU in Dingle campus **grew by 36%**.

SHU in **Luxembourg** offered **4 summer courses** in business and humanities for undergraduate students, taught by Fairfield-based faculty, and a spring semester abroad targeted for sophomore business majors. Study abroad participation at our SHU in Luxembourg campus **grew by 21%**.

Year-to-year Enrollment growth

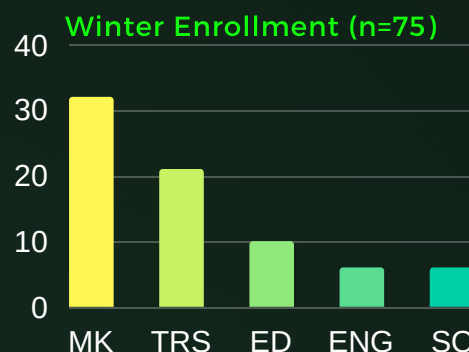


GLOBAL CAMPUSES SHU IN DINGLE

Short-term Programming

The SHU in Dingle program in **January** was the largest to-date with **75 participants** in the following courses:

- ED 341/541 Irish/American Edu. in Comparative Perspective: **10**
- ENG 299 Poetry & the Irish Landscape: **6**
- MK 299 Tourism & Marketing: A Study of Ireland: **32**
- SO 299 Images of Ireland: A Sociological Perspective **6**
- TRS 271 Celtic Religious Traditions: **21**



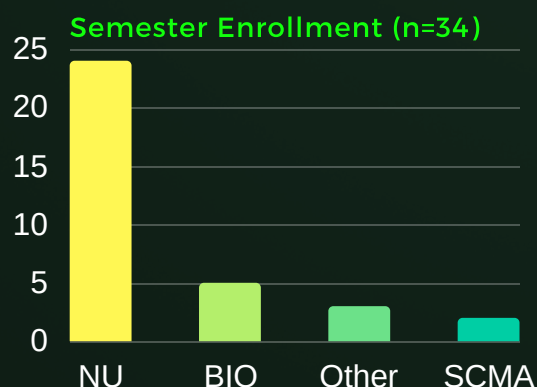
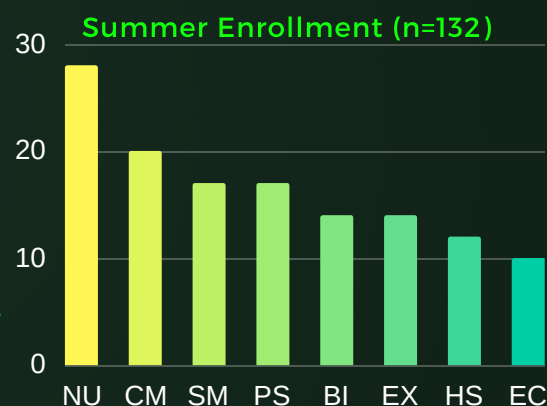
The SHU in Dingle programs in **May** were the largest to-date with **132 participants** in the following courses:

Session I

- BI 104/299 Coastal Ecology of Ireland: **12**
- BI 299 Applied Microbiology in Irish History & Culture: **2**
- CM 132/HI 299 Irish Identity in Media & History: **20**
- EC 211 Economics of Social Issues: **10**
- EX 299 Health & Fitness: An Irish Perspective: **14**
- NU 299/343 Cultural Diversity in Healthcare Delivery: **12**
- NU 370 Nursing Leadership: **16**
- PS 389 Experiential Models of Psychology & Neuroscience: **14**
- SM 265 Sports Marketing: **17**

Session II

- HS 230 Introduction to Global Health: **5**
- HS 310 Human Growth & Development: **5**
- HS 336 Childhood Health Inequities: **2**
- PS 299 Mind over Matter: **3**



Semester Programming

In addition to the cohort of Nursing students (**24**) who attended the semester, there was a cohort of SCMA students (**2**), a new cohort of Coastal and Marine Science students (**5**), and a small group of students in various majors (**3**). With a semester in Ireland, Biology students will expand their understanding of coastal and marine science in an international setting while exploring the richness of Ireland's majestic coast. The program was successful and will ideally continue each spring.

GLOBAL CAMPUSES

SHU IN LUXEMBOURG

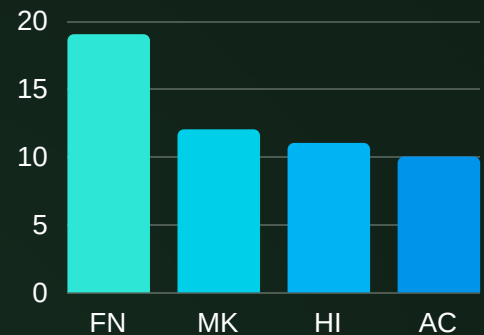
Short-term Programming

The Luxembourg campus did not host a winter term and its **summer** program included one two-week session with our highest enrollment to-date (52).

Individual course enrollments were as follows:

- AC 222 Managerial Accounting: 10
- FN 299 Behavioral Finance: 19
- HI 299 History of American Business % Finance in Europe: 11
- MK 299 Marketing to European Consumers: 12

Summer Enrollment (n=52)



In addition, in partnership with Residential Life, the program supported three Resident Coordinators to manage students at the Jean XXIII housing center and Novotel Suites.

Summer Residences (n=52)



Semester Programming

This spring saw the second cohort of students at our campus in Luxembourg for the entirety of the semester. **Twelve** sophomore students attended this program, led by Professor David Taylor of the WCOB. Courses were taught in Accounting, Economics, Marketing, Management, Political Science and Religious Studies. This program will be offered every spring and will hopefully continue to grow and expand.

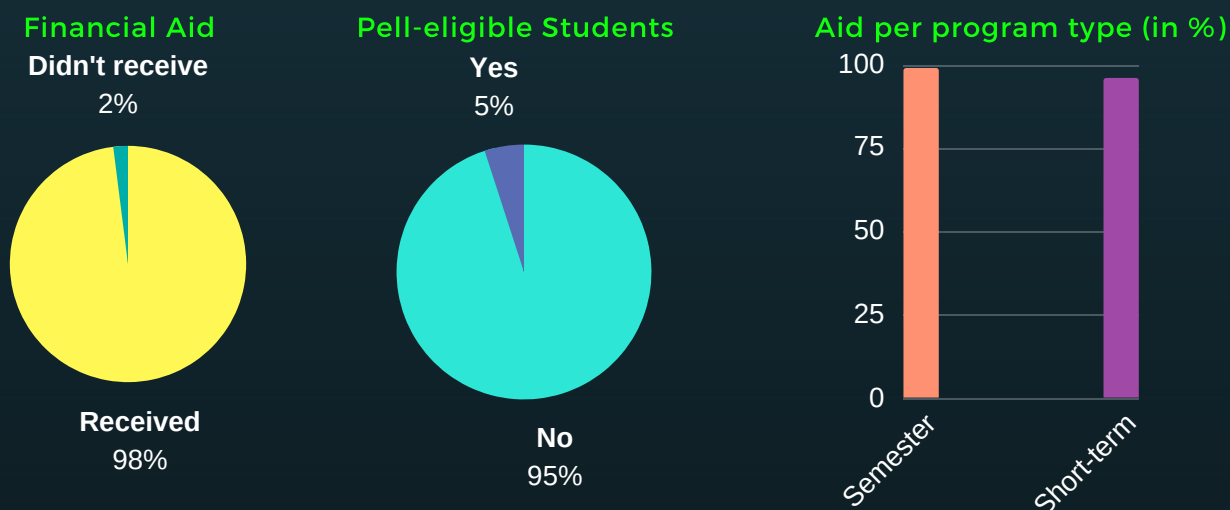
FINANCIAL AID, SCHOLARSHIPS, GENERATION STUDY ABROAD

Scholarships & Financial Aid

Sacred Heart University offers three opportunities to partially fund a study abroad experience:

- The **Matthew Dalling Scholarship** awards two \$500 scholarships per year for study on a short-term SHU in Dingle program. The 2017/18 awardees were Cynthia Felizardo and Laura Ingenito.
- The **Thomas More Honors Program Scholarship** awards \$500 to eligible SHU honors students studying abroad on any SHU-approved program. Forty-one students were granted an award during the 2017/18 academic year.
- The **Welch Experience Tuition Waiver** covers the cost of tuition for one short-term, faculty-taught business course taken on a SHU in Dingle, SHU in Luxembourg, or a WCOB faculty-led program. This year, the Waiver was also awarded to business majors studying at the SHU in Luxembourg campus during the spring semester. The Waiver was granted to **116** business majors.

Beyond program-specific scholarship funding, **98% of study abroad students receive some type of aid**. Of these students, **99%** of semester study abroad students received aid and **96%** of short-term students received aid. **5%** of the total study abroad population were Pell eligible.



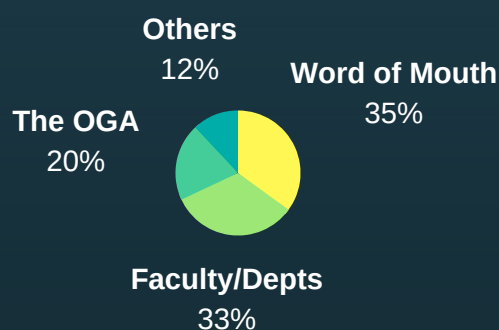
Generation Study Abroad

SHU is one of 800+ committed partners to the Institute of International Education's (IIE) Generation Study Abroad initiative. This **commitment** aims to double the number of American students who study abroad by the end of the decade. In 2013, SHU pledged to increase the number of students with an experience abroad by 45% over the next five years (n=376), inclusive of OGA, CHP, VPSL, Internships, and Global Campus programs. SHU surpassed this goal and received the **IIE Seal of Excellence** in October of 2016. Following the award, SHU continues to grow study abroad at home while also inspiring other institutions to do so. In April 2018, SHU participated in a project through IIE to share ideas for increasing access and broadening study abroad opportunities with commitment partners.

CAMPUS OUTREACH

Touch Points

There are multiple recruiting touch points included in the OGA Campus Outreach plan. Most successful are those that build **individual connections**. The top ways that students learn about study abroad programming are by Word of Mouth/past participants and friends (35%), Faculty/Departments (33%), the OGA (20%), and Others (12%).

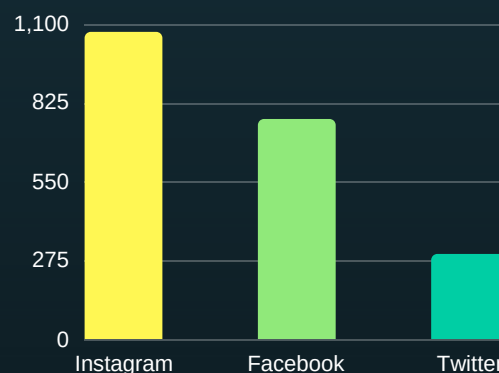


Annual Study Abroad Fair

Each fall, the OGA hosts a study abroad and international experiences fair for prospective study abroad students. At the fifth annual fair, with over 275 students in attendance, more than 15 study abroad and faculty leader programs were represented.

Social Media

The OGA continues to develop its social media presence as a method of attracting and recruiting students to study abroad programming and the broader cultural world. Platforms currently being used include Facebook (768 followers), Instagram (1,072 followers), and Twitter (297 followers). Over the past year, semester students in Australia, Ireland, Italy, Luxembourg, Spain, and Switzerland contributed to our SHU Study Abroad **blogs**.



Connecticut Study Abroad Re-Entry Conference

In the winter of 2014, the Office of Global Affairs developed and hosted the first annual Connecticut-area study abroad (CASA) reentry conference. The CASA conference continues as a collaboration between several study abroad offices at local universities. This year, the OGA participated in the **fifth annual conference**, hosted by the University of Connecticut. SHU was represented by two OGA staff members and two study abroad alumni.

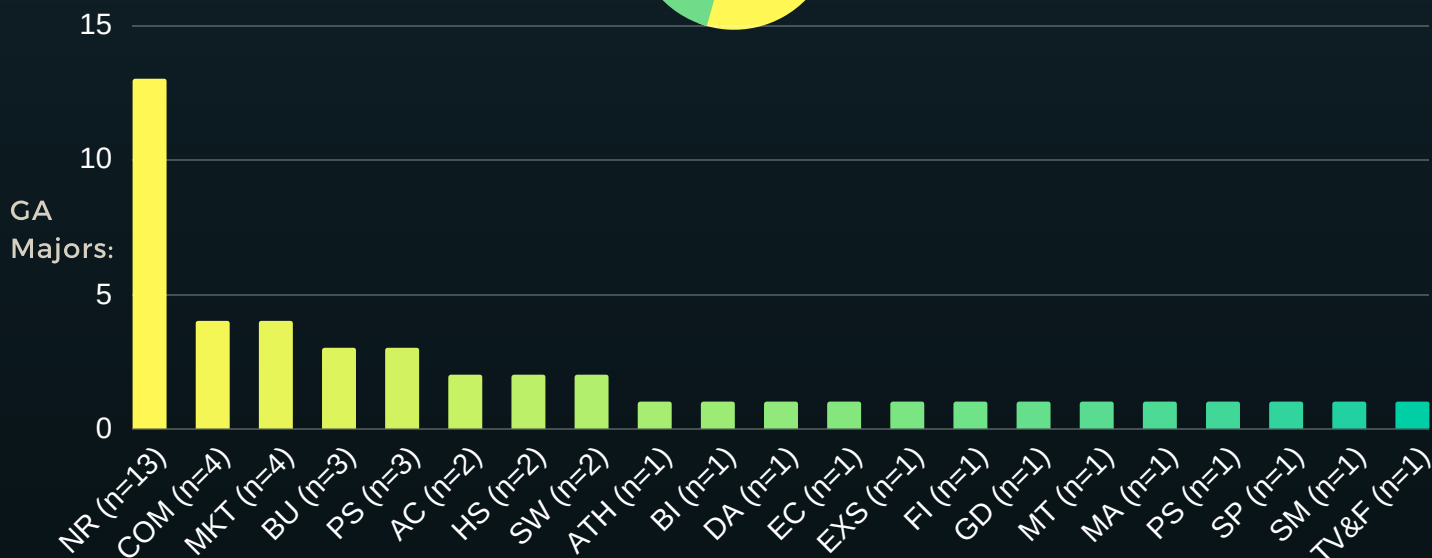
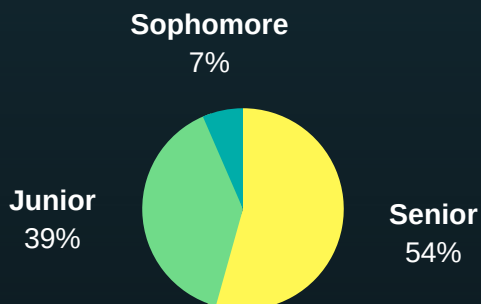




GLOBAL AMBASSADORS

The Global Ambassador (GA) program provides an opportunity for study abroad alumni to help increase awareness of study abroad at SHU, and to **share their knowledge**, experience, and insight with future and potential study abroad students. GAs participate in major Study Abroad events, such as the **Study Abroad Fair** and **Pre-departure Orientation**, as well as information sessions and table events.

There were **46** ambassadors this year: **31** new & **15** returning: **3** Sophomores, **18** Juniors, and **25** seniors.

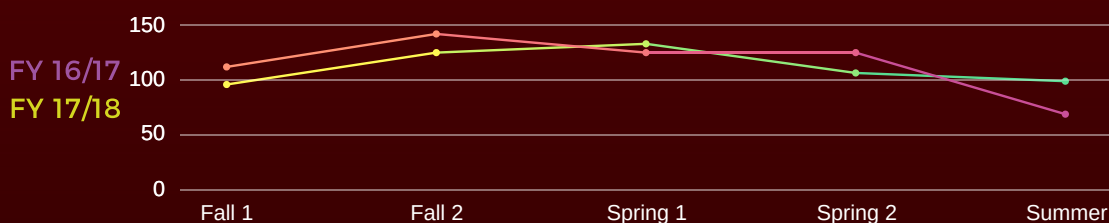




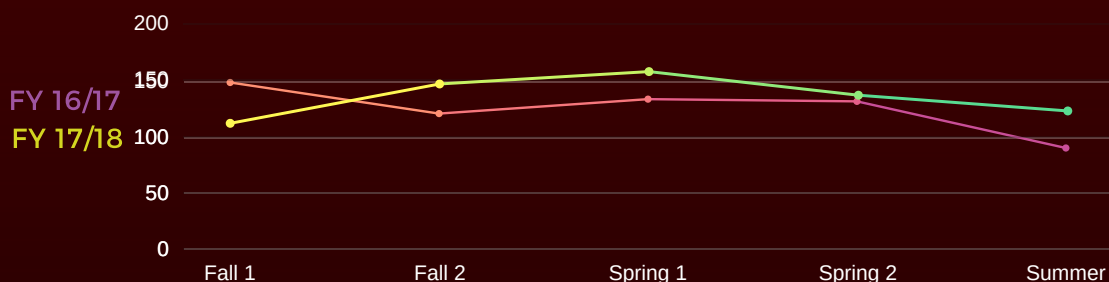
ENGLISH LANGUAGE INSTITUTE

The Intensive English Program includes **full-time** and **part-time** enrollments, as well as **tuition-paying** (revenue-generating) students and those who receive **tuition discounts**, such as Seminarians. The Intensive English Program has agreements with the seminaries of both **St. John Fisher** and **St. Basil** in Stamford, CT to allow Seminarians to take courses at a 100% or 50% discounted rate.

The ELI saw a slight overall decrease in revenue-generating enrollments by **-2%** against the previous year,



but there was an **increase** in overall enrollment units by **7%**.

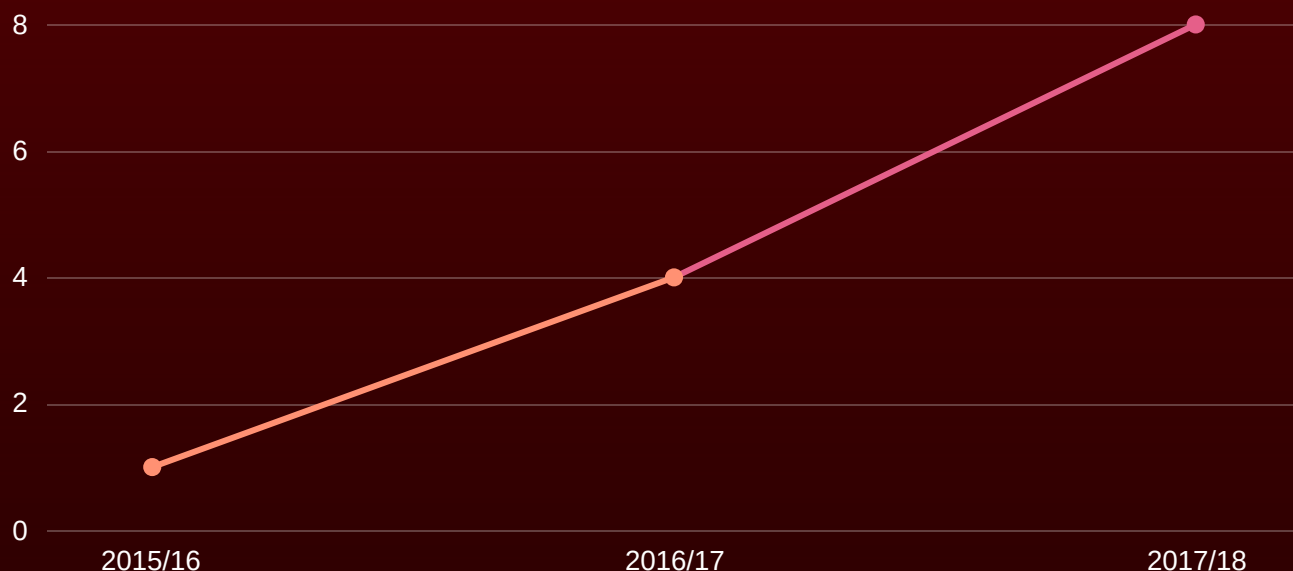


The IEP also offers the opportunity for spouses of SHU faculty and staff to audit courses; no tuition is collected for auditing students.



ENGLISH LANGUAGE INSTITUTE

Despite the fact that "enrollment in Intensive English Programs (IEPs) in the US continued to decline in 2017, with student numbers down 35%, and student weeks off by 40%, since 2015" (ICEF Monitor, June 6, 2018), the English Language Institute was able to grow its revenue for the **second year** in a row.

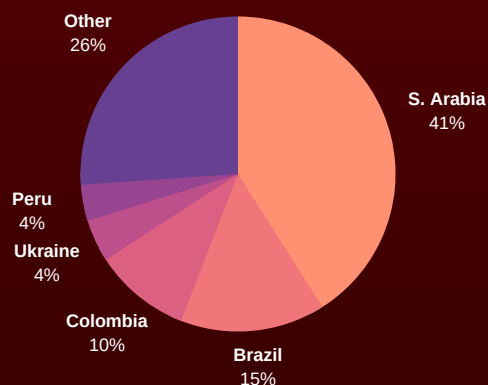


The ELI is committed to using **innovative approaches** to attract new students and revenue, as well as continue the solid course structure currently used to retain students term after term. By using these two methods, the ELI is building **strong pathways** for ESL students to matriculate into SHU Undergraduate and Graduate degree programs.

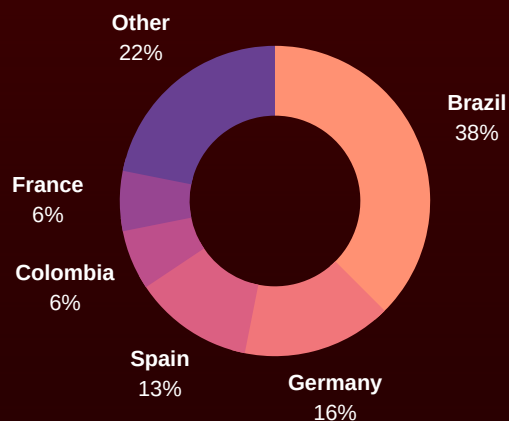


ENGLISH LANGUAGE INSTITUTE ENROLLMENT STATISTICS

The total of 161 students from 22 countries attended the full-time ELI in 2017/18. Here are top 5 countries they came from:



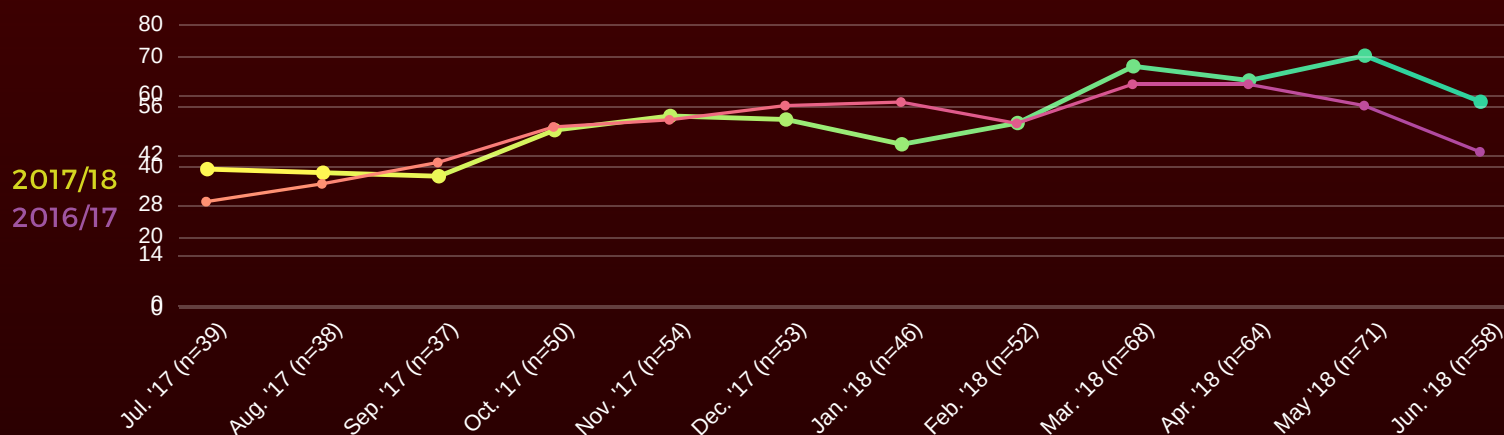
The total of 32 students from 13 countries attended the part-time, evening ELI program in 2017/18. Here are top 5 countries they came from:





ENGLISH LANGUAGE INSTITUTE ELI ONLINE

Recently, we have formed a partnership with [Smart College](#) and [Liaison America](#) to increase student enrollment online and on campus. Our work with our new partners will increase awareness through new markets, particularly in [Brazil](#). For our online program, we have continued to utilize Google Adwords to promote awareness across the internet. Thus far, it has consistently brought in approximately [50 to 75 inquires](#) a month, and we are able to connect with each inquiry that comes in.



This has resulted in continual year-to-year enrollment growth since February 2018.

PROFESSIONAL SERVICES

In its capacity as a center for supporting the internationalization efforts of the University, the Office of Global Affairs provides a number of professional services to the SHU community.

International Health Insurance

The Offices of Global Affairs and Risk Management work together to develop risk management processes and procedures to support international travel and the University's programs abroad. Services facilitated by the OGA include **group travel registration** and the purchase of **international health insurance**. These services are available to non-credit programs abroad, including international service programs, clinical programs, international academic summer camps, athletics, and the performing arts. Not including OGA study abroad students, in academic year 2017/18, the OGA purchased international health insurance for **453** faculty, staff, and students, which included multiple performing arts, CHP, and VPSL programs abroad.

Staffing

The OGA and the ELI saw several staffing changes this year:

Wojciech (Voytek) Wloch was welcomed as the new Executive Director of the OGA and ELI;



- **Renee Cassidy Pang** became the Associate Director at the OGA;



- **Elena Adlon Place** became the Assistant Director at the OGA;



- **Julie Balamaci** was welcomed as the new Business Manager for both the OGA and ELI



- **Amber Pietrafeso** was welcomed as the new Director at ELI Online.

